



A newsletter for the employees of FEMA

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## Director's Message

Thank you to each of you at FEMA for all of your assistance during the transition. I am delighted and honored to be here and look forward to working with you.

When President Bush approached me with the opportunity to serve during his administration, I chose FEMA and feel privileged that my choice was granted. When I served as the then-Governor's Chief of Staff in Texas, I saw the work of FEMA first hand and noted immediately the importance of the agency's mission to the health and safety of our fellow citizens.



Joe Allbaugh at his confirmation hearing.

I am dedicated to continuing the path that brought FEMA to where it is today. Yet, I am also looking forward to new challenges, to strengthening the relationships between FEMA and state and local governments, and to enhance FEMA's responsiveness to governors and local leaders.

I will be visiting with each organization to put faces with names and learn more about your programs. In addition, during the coming weeks, I plan to visit the Mt. Weather Emergency Assistance Center, the National Fire Academy and Emergency Management Institute, as well as all 10 of the FEMA regional offices.

I look forward to working with all of you. There can be no higher calling than providing speedy, appropriate help to our fellow citizens in their times of need.

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# FEMA NEWS BRIEFS

**Washington, D.C.** Work continues on the new \$100 million federal grant program for the nation's fire service community. Representatives from major fire service organizations met with FEMA and US Fire Administration officials in January to help develop criteria for evaluation proposals for \$100 million in federal fire service grants. FEMA will be announcing the application process in a few weeks. The grants will be awarded in six categories: training, wellness/fitness programs, vehicles, firefighting equipment, personal protective equipment, and fire prevention programs. Fire departments will be allowed to apply for grants in a maximum of two different categories. Additional information and the grant application forms will be available on the FEMA web site.



**Denton, Tx.** Region's VI's city of Amarillo, along with Potter and Randall counties, has been selected to participate in a FEMA program to improve the community's emergency response procedures for responding to hazardous materials emergencies. Fire, law enforcement, and medical service responders will spend four to six months working with emergency management officials, local industry, and volunteers to review and revise procedures and to train responders. Gary Jones, the region's acting director, said the localities were selected because of their interest in improving their response to hazardous materials.



**Philadelphia, Pa.** FEMA has approved a \$108,182 grant to the Maryland Emergency Management Agency for the purchase of NOAA weather radios for each public school in the state's jurisdiction. The cost of the project, with state and local contributions, is \$114,884. The federal funds come from the Hazard Mitigation Grant Program.



**Washington, D.C.** There is a woman in line behind you at the home improvement store - and it's likely she's buying more than paint and wallpaper. As more women make the move to homeownership, a recent survey commissioned by FEMA's *Project Impact: Building Disaster Resistant Communities* finds that 43 percent of female homeowners report doing home improvement projects, other than basic decorating, on their own. What's more, Home Depot, a *Project Impact* partner, reports the number of women in its fix-it and remodeling workshops has tripled since classes began in 1996. Although the *Project Impact* study showed a large number of women still cite appearance as a motivation, more than a third of those who had done work themselves did so to increase the value and safety of their home.

# ***Q & A : FEMA computer security made simple***

## **1. Why is FEMA concerned about information security?**

Access to reliable information is a valuable tool we need to support our mission. Protecting and preventing the loss, theft or disruption of information is mandated by a Presidential Directive.

## **2. What is FEMA doing to protect information?**

FEMA's Chief Information Officer has created an Enterprise Security Manager (ESM) office to enhance information security practices and awareness. That office has been busy reviewing current practices, analyzing potential threats and implementing plans to help FEMA meet these demanding requirements.

## **3. How do security issues on the Internet impact me if I don't access the Internet from my workstation?**

We've seen an increase in media coverage concerning Internet hackers and viruses. Similar threats can also occur within the FEMA network if users don't follow established guidelines. Protecting passwords and becoming more aware of security threats are important steps. The ESM office has an Intranet site and a quarterly newsletter to help users learn more about computer security.

## **4. What is a firewall?**

A firewall is a device that

establishes a control point between information networks. Firewalls contain strict rules that allow or deny services and users access between networks. FEMA uses firewalls at Internet access points and at critical points on the internal network. Firewalls include extensive logging capabilities to establish audit trails of services and users



who cross over these controlled network gateways.

## **5. Is it OK to use a modem to make connections to other networks from my workstation?**

Modem connections pose a specific threat to FEMA's network. FEMA's policy requires pre-authorization and a review from the ESM office before these types of connections are made.

## **6. What type of software can I add to my workstation?**

FEMA has an established workstation configuration and standard software suite. Users must not install additional software that is not listed on the approved list. Users should also

be aware of software downloads from the Internet that can contain destructive embedded viruses.

## **7. What is a virus and what should I do if I get one?**

A software virus is a malicious software code that can be spread through email or applications. FEMA has mandated antivirus software on each workstation connected to FEMA's network. Antivirus software must be used at all times and updated by your local network staff to assure it keeps pace and stops the potential to spread a virus to other users or databases in the FEMA network. If your antivirus software notifies you of a virus consult your supervisor or network staff immediately for corrective action.

## **8. Is Information Security just a buzzword that will disappear?**

Information security will remain a vital focus as we continue to rely on systems and software to increase our productivity and capabilities. Some consider information exchange at just the beginning stages of what awaits us in the future. Assuring information is protected will continue to be a high priority that won't just go away. Each FEMA employee has a responsibility and role in Enterprise Security.

For more information, see <http://esm.fema.gov> ▲

# ***FEMA field tests new school safety technology that gives a “virtual tour” of facilities***

A CD-ROM-based template that, with only a few clicks, brings up a school floor plan and provides a virtual walk-through of a facility is being tested in seven Project Impact communities in six states, mostly in the Rocky Mountain region.

The pre-incident planning system, called PIPS, was designed to help firefighters and paramedics to quickly see how things are arranged in the buildings where they respond. For example, by knowing how to get to the library or chemistry lab, where a hallway leads and where turn-off valves are, first responders will be able to avoid hotspots and go directly where they are most needed.

Traditionally, emergency personnel have at best had access either to skimpy facility data sheets or to bulky volumes of complex and, in some cases, outdated drawings of community facilities. While such documents may contain important information, they are often difficult to use in urgent situations.

The Littleton Colorado Fire Department Captain Jim Olsen developed PIPS. FEMA's Region VIII selected the Project Impact communities that will be testing it.

“Anyone who has ever used the Internet can master this system in minutes,” Olsen said.

“Many sixth-graders now create their own web sites and ‘virtual tours’ of homes for sale are common on many real estate web sites. The ability to use the same technology to save lives and property is too valuable to dismiss.”

In addition to 360-degree panoramic views of

key spaces, the template also includes vital details including contact information, school hours, numbers of students and staff and locations of hydrants and electrical, water and gas switches.

The communities that are field testing the templates will use their own



*Fire Captain Jim Olsen demonstrates the use of his new CD-ROM based incident planning system.*

equipment, including digital cameras, to create virtual walk-throughs of schools. Olsen estimates that it will take 10 to 12 hours to create a walk-through for an elementary school and 20 hours for a high school. ▲

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***“Anyone who has ever used the Internet can master this sytem in minutes. The ability to use this technology to save lives is too valuable to dismiss.” Fire Captain Jim Olsen***

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# Flying high

## *National Airborne Operations Center gets tested with FEMA staffers*

When a catastrophic disaster hits, FEMA needs to get people on the ground quickly and find them a place to work immediately – even in the absence of local power and telephones. In the words of one frustrated official during Hurricane Andrew, “the cavalry” has got to be as fast as possible.

What FEMA didn’t have in Andrew – but has now – is the National Airborne Operations Center (NAOC) – a highly specialized, modified Boeing 747 that the FEMA director can request from the Joint Chiefs of Staff.

“If there’s a major disaster or emergency situation, up to 40 people as designated by the FEMA Director could deploy on NAOC,” said Bob Boren,



operations and planning specialist in the mobile operations division, part of Response



*Mary Margaret Walker, of FEMA, and Howard Edwards, of the Department of Transportation, watch CNN during a training exercise with the National Airborne Operations Center.*

and Recovery and the NAOC point of contact. “Then, importantly, NAOC would remain on the ground and be basically an instant Disaster Field Office after landing. It gives us an immediate place to work.”

The NAOC provides a conference room with seating for nine, a larger briefing room with a podium and seating for about 20 and a “battle staff” area where laptops and phones can be plugged in. The plane also can include portable satellite

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***“NAOC would remain on the ground and be basically an instant DFO after landing.”***

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systems and Internet capability when the plane is on the ground.

In addition, the plane includes a lounge and sleeping area, a galley unit able to produce hot meals and an executive compartment.

“After the portable satellite system has been deployed, you basically have same capacity that you have in your office, such as the FEMA LAN/WAN, internet connections and telephones,” said Boren. “We also have the capability to

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### ***NAOC Vital Statistics***

Airframe: Boeing 747  
Fuel Capacity: 331,565 pounds  
Floor Space: 4,350 square feet  
Number of Engines: Four  
Gross Takeoff Weight:

800,000 pounds  
Flight Duration: 12 hours unrefueled; inflight refuel capable  
Home Base: Offutt AFB, Nebraska

# Partnership between Project Impact, broadcasters, pays off

When *Project Impact* and the National Association of Broadcasters (NAB) teamed up a few years ago, no one could have predicted how successful the relationship would become.

But from community service guides to public service announcements, the NAB partnership has resulted in national awareness of *Project Impact*.

"This relationship really exceeded our expectations," said Cindy Taylor, public affairs manager for *Project Impact*. "It has really helped changed the way Americans deal with disaster."

The NAB is a full-service trade association that promotes and protects the interests of radio and television broadcasters in the United States and around the world. *Project Impact* works primarily with the NAB's National Campaigns Department, which assists radio and television stations in developing local community service initiatives that address national social concerns.

One of the earliest joint projects between NAB and *Project Impact* was the development and distribution of a step-by-step Disaster Prevention and Relief Guide for Broadcasters. The guide details the actions that stations can take to help people in their communities and elsewhere as they struggle to cope with natural disasters. It also offers a discussion of how broadcasters can help their communities limit the damage disasters cause by taking action long before the crisis occurs.

By far the most successful collaboration, though, is the television public service announcement (PSA) unveiled in June 2000. The PSA, which reminds Americans, "you can't prevent the weather, but you can prevent the damage," was widely promoted to NAB members and has generated more than 20 million audience impressions.

NAB and *Project Impact* also created a radio version of the same PSA theme. The radio version was introduced at the 2000 NAB Radio Show in San Francisco, where it was bundled into more than 5,000 attendee registration packets.

This year, the partnership continues to grow.

Discussions are underway to create and distribute a guide with programming and community service ideas for broadcasters

interested in promoting disaster prevention in their community. In addition, the NAB has committed to assisting *Project Impact* with promotion of "Make an Impact" week to their broadcast partners.

And *Project Impact* representatives have been invited to appear with NAB President Edward Fritts to promote the program during the association's April satellite feed.

"The NAB is a committed advocate of *Project Impact* and 2001 promises to be another exciting year for our partnership," said Taylor. ▲



## E-Commerce debuts on the FEMA web site

A FEMA Flood Map Store opened on the agency's Internet site in February, allowing users, for the first time, to order and pay for flood maps and related products on line.

The second stage of the E-Commerce effort will allow the acceptance of on-line orders from fee-exempt federal, state and local government agencies. The second stage is slated to be operational by the summer.

The Mitigation Directorate's Mapping Modernization effort took about a year, and is part of an overall project to build a state-of-the-art digital distribution center at the agency's Map Service Center.

To visit the online map store, go to: [web1.msc.fema.gov/webapp/commerce/command/ExecMacro/MSC/macros/welcome.d2w/report](http://web1.msc.fema.gov/webapp/commerce/command/ExecMacro/MSC/macros/welcome.d2w/report). ▲



# **FEMA Profile: Joe Allbaugh**

Joe Allbaugh, President Bush's nominee to head FEMA, told the Senate during his confirmation hearing that he was a "doer" and FEMA was a "doing agency."

"I think the fit is a good one," he told the lawmakers.

Allbaugh was unanimously confirmed and became FEMA's director on February 15.

"I plan to work closely with the president and his staff to ensure that federal response to natural and national disasters is always quick and sure," he said.

Prior to joining FEMA, Allbaugh served as the National Campaign Manager for Bush-Cheney 2000, Inc., with responsibility for overseeing all activities related to the Bush election campaign. Before the campaign, Allbaugh had served as Chief of Staff to then-Governor Bush and worked with FEMA on nine presidential disaster or emergency declarations in Texas, including devastating floods in 1998 that caused 30 deaths and \$500 million in property damage.

"I remember spending an entire Sunday flying over the flooded Guadalupe, San Antonio and San Marcos rivers to assess the damage," he said in his testimony. "The normally tranquil Guadalupe River had spread from its usual width of 150 feet to become six miles wide at some points."

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**"I remember spending an entire Sunday flying over the flooded Guadalupe, San Antonio and San Marcos rivers to assess the damage."**

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*Joe M. Allbaugh*

*Photo by Lauren Hobart*

Allbaugh said these disasters brought home the "importance of getting assistance in as quickly as possible."

He also cited the importance of relationships and coordination between the states and federal response, and the great contribution of volunteers and non-governmental organizations such as the Salvation Army and American Red Cross.

In addition, Allbaugh praised FEMA's "dedicated long-term employees" calling them the "Cal Ripkens of the federal government."

Before becoming Bush's Chief of Staff, Allbaugh had served as Campaign Manager for Bush's first run for Texas Governor and, in all, has participated in political campaigns in 39 states. He also has served as Oklahoma Deputy Secretary of Transportation, where he was responsible for the department's legislative and public affairs initiatives and implementation of the state's transportation plan.

A native of Oklahoma, Allbaugh holds a bachelor of art's degree in Political Science from Oklahoma State University. His wife, Diane, is an attorney, and they have three children. ▲

# ***Flood insurance ads go BIG***

## **Motorists in Oregon can't miss the billboard message**

**D**rivers passing the old Tillamook Inn site off of Highway 101 are welcomed with a new message atop a towering billboard: "FLOODS HAPPEN! Protect yourself and your community (get National Flood Insurance)!"

FEMA Acting Regional Director Tammy Doherty, who joined state and local government officials and community leaders at the Tillamook City Hall for an "official dedication" of the sign, likes it.

"Tillamook has a national reputation for innovative projects to make Tillamook more disaster-resistant," said Doherty. "This is one more good idea in an impressive chain of many."

Tillamook City Manager Mark Gervasi couldn't agree more.

"We have the dubious distinction of being one of the Pacific Northwest's most flood-prone developed areas, and the old Tillamook Inn site



suffered serious flooding virtually every flood season since '96," said Gervasi. "FEMA's Hazard Mitigation Grant Program helped us acquire and remove the Inn property and rezone it for open use. The sign was already on the site - and offered an opportunity that was just too good to pass up!" ▲

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## ***NAOC cont.***

broadcast live video back to FEMA headquarters, regional offices or directly into commercial stations."

About twice a year, Boren organizes a FEMA exercise, which allows FEMA staff to become familiarized with the plane's capabilities and allows the Air Force pilots and staff crew from all four services to test their planning.

The most recent exercise was held in February.

"It was really impressive," said Mary Margaret Walker,

from the Office of Public Affairs who was part of the recent training. "This plane would allow us to hit the ground running during a major disaster, to stay in touch with the media and to have the equipment we'd need to be effective right away."

The recent training also included representatives from the Department of Transportation and Col. Dutch Thomas, FEMA's military liaison, to test their special needs during a catastrophic disaster.

NAOC has been available to FEMA since 1994. So far, it



*FEMA staffers talk to military flight personnel during the recent NAOC training.*

has been deployed during Hurricane Marilyn, in preparation for the Atlanta Olympics and during the terrorist exercise TOPOFF, according to Boren.▲